

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-362-1367-048	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR) 695-362-1367-048
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION CalCloud Services Division/CalCloud Services Branch/CalCloud Technical Section/VM Ware	
F. CLASSIFICATION System Software Specialist III (Technical)	G. INCUMBENT NAME Vacant
H. SUPERVISOR NAME AND CLASSIFICATION Richard Baptist, Data Processing Manager III	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Monday- Friday 8a-5p	K. POSITION REQUIRES DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Organizational Setting and Major Functions</p> <p>Under administrative direction of the Data Processing Manager III, the Systems Software Specialist (SSS) III (Technical) will provide mastery level Systems Integration/Solutions Architect at the Office of Technology Services (OTech). The SSS III (Technical) is responsible for providing mastery level systems administration for a virtual environment. This position has a high level analytical and systems administration responsibility coordinating project and system administration work and provides guidance to fellow team members. The SSS III (Technical) will work closely with internal and external customers and other units within OTech to coordinate, implement and maintain a VMware virtual infrastructure. The specified duties of this position include but are not limited to: design, support, implementation, monitoring, maintenance, and troubleshooting the virtual compute resources (software, hardware, networking, and storage). The SSS III (Technical) will act as a unit lead, mentor others in the unit, and support this environment end to end. The duties of this position will include but will not be limited to the following:</p>
<p>% of time performing duties 35%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Work independently or as a team leader to provide the most complex analysis, design, installation and successful operations of VMware products and technologies. Work with OTech's internal and external customers to build, modify and support infrastructure which relate to the virtual environment performing the following activities:</p> <ul style="list-style-type: none"> • Perform complex troubleshooting in support of maintenance and operational virtual infrastructure and services. • Install, configure, test, monitor, maintain, report and optimize system hardware, software, and network. • Implement and execute internal and industry standards, practices and processes for hardware and software. • Provide technical expertise and onsite coordination assistance during minor and major change control events. • Provide technical advice and support to MCS staff, other systems and application administrators, and assistance in solving complex system problems.
<p>25%</p>	<p>Performs a variety of the most complex analytical activities to address key business objectives and/or goals.</p> <ul style="list-style-type: none"> • Research, analyze, evaluate, and prepare technical recommendations that address current and future maintenance and operational issues, concerns, constraints, and technological solutions. • Identify, develop, and translate business requirements into general and detailed technical specifications/designs and identify, develop, and present technical concepts to diverse audiences. • Identify, develop, and document standards, practices, and processes.

	<ul style="list-style-type: none"> • Develop and execute project and detailed work plans. • Provide technical consultation to customers, clients, staff and vendors on system issues. • Provide training and mentoring of Infrastructure practices for in-house staff. • Provide the Infrastructure team manager with regularly scheduled reports. • Participate in planning and budget activities for Infrastructure servers. • Provide technical presentations on the Infrastructure hardware and software configuration.
20%	<p>Performs a variety of project activities to implement enterprise business objectives:</p> <ul style="list-style-type: none"> • Develop project and detailed work plans independently and/or as part of a team. • Identify, recommend, resolve, and report, verbally and written, project status/risks/progress/deviations. • Lead individual project activities independently and/or as part of a team and perform diverse project role fulfillment (i.e. Resource, scribe, etc.).
10%	<p>Perform administrative tasks:</p> <ul style="list-style-type: none"> • Record outstanding problems and periodically report projects and assignments progress. • Attend regularly scheduled project meetings and customer meetings to ensure delivery of new services. • Workload management and participate in special ad hoc meetings, teams, projects, time reporting, and procurement.
5%	<p>Perform research and analysis tasks:</p> <ul style="list-style-type: none"> • Perform research and analysis on new technology (i.e. Hardware and Software) as it relates to Cloud Computing and the MCS infrastructure. • Participate in special ad hoc committees, teams, projects, budgeting, and procurements. • Participate in any security and monitoring analysis.
5% of time performing duties	<p>Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)</p> <p>Assist and maintain OTech service catalog (service offerings) through recommendations or updates to its accuracy, completeness and/or functionality. Perform other related duties.</p> <p>Work Environment Requirements</p> <ul style="list-style-type: none"> • Weekend and off shift work will be required. • SSS III will be expected to carry a pager or cell phone. • Moderate travel will be required. <p>Allocation Factors (Complete each of the following factors.)</p> <p><u>Supervision Received:</u></p> <p>The Systems Software Specialist III (Technical) receives administrative direction from the unit Data Processing Manager III.</p> <p><u>Actions and Consequences:</u></p> <p>Completed staff work should encourage economies of scale and efficient and effective automation techniques for the division. The financial and procurement hardware and software systems with supporting applications will also strengthen our service level provided to our customers and vendors by supplying us with the tools to quickly and accurately respond to their needs. Unfavorable hardware and software systems and applications could result in a deficient work environment, highlighted by many manual processes, duplication of effort an inefficient use of staffing resources.</p> <p><u>Personal Contacts:</u></p> <p>The SSS III works closely with a variety of staff at all levels within OTech, customer departments, and numerous hardware and software vendors. SSS III must be able to effectively communicate and coordinate between all the various entities to ensure the Managed Cloud Service runs at optimum levels.</p>

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

None, but acts as the team leader on the most complex systems software projects, and/or works independently as a high-level technical specialist on the most complex systems assignments.

Other Information

Desirable Qualifications: (List in order of importance.)

- Extensive knowledge of data processing concepts, practices, technical infrastructure, methods and principles with respect to evolving industry trends, practices and standards is required for the SSS III (Technical) to consult on customer projects.
- Proper judgment in problem resolution, software implementation and database consultation is vital to the success of the projects assigned to the unit and to the integrity of our customer's data.
- The SSS III (Technical) must have a strong understanding of network architecture and application development methodologies, object-oriented analysis and design, and/or client/server systems.
- The SSS III (Technical) must have excellent communication skills to provide customer support.
- Applicants should have the ability to work both independently and lead teams and perform completed staff work, and contribute through these techniques and gain closure of tasks and/or group assignments.
- Experience in multiple, diverse technologies and processing environments that includes at least two IT disciplines, including technical architecture, network management, storage area principles/networks, application development, middleware, database management, operating system admin or operations.
- Windows and Linux
- VMware products.
- Microsoft Hyper-V
- HP Blades and enclosures.
- HP SAN
- Demonstrate excellent leadership skills.
- Excellent oral and written communication skills; strong collaborative and team skills.
- Ability to work in a fast-paced environment and to organize/prioritize workload to meet demands.
- The ability to be able to follow oral and written direction.
- Ability to change and adapt to direction and technology.
- Ability to think critically, logically and creatively.
- Must be professional, reasonable and politically astute.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT) Vacant	INCUMBENT SIGNATURE	DATE
----------------------------------	---------------------	------

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) Richard Baptist	SUPERVISOR SIGNATURE	DATE
--	----------------------	------